



Army SPS Support Team

**Presented by: Martha Small
2 May 2000
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ECOM Bottom Line: THE SOLDIE



Purpose

**To Give the Army SPS User
Community
a Clear Understanding of the SPS
Support Mission at Fort Lee,
Virginia.**



Mission Statement

- **To Provide Prompt, Quality Assistance to SPS Users Around the World.**

- **To Assist the Army Component Management Office (CMO) in Ensuring That SPS, As the Army Acquisition Tool, Continues to Grow Toward the Functionality Required by Our Users in the Field.**



SPS User Assistance

- **Provide Technical Support to the User Community**
- **Be Secondary Support for the SPS Suite**
- **Provide COGNOS and Other Training**
- **Army Response Team**



CMO Support

■ Ensure Product Success

- Testing Coordination

■ Plan for Future

- Joint Requirements Board
- Technical Requirements Board

■ Ensure Information Flow

- Maintain Army SPS Web Site
- Conferences

■ Other CMO Support

- Ad hoc requests

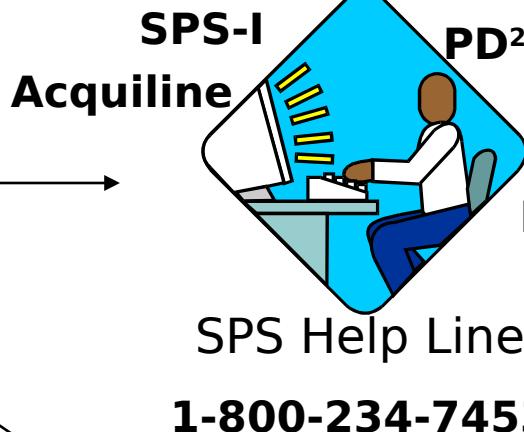
■ ECOM Bottom Line: THE SOLDIE



Help Flow



HELP!!
!



How Do I?



ECOM Bottom Line: THE SOLDIER

DSN 687-1051 Comm 1-804-734-



Recap

- **SPS Help Line is Your First Line of Defense for SPS Software Issues**
- **Fort Lee Help Desk**
 - **Terminal Server, Windows, Windows NT, Unix, MS Office, SYBASE**
- **Army Response Team Support**



Who do I call?

- **SPS Help Line at 1-800-234-7453**

- **Fort Lee Help Desk at DSN 687-1051**
Commercial (804) 734-1051

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